

Ratings: 1/ poor; 2/very dissatisfied; 3/satisfied; 4/excellent/very satisfied

A=4.0, A-=3.75, B+=3.50, B-3.25, B-=3.00, c+=2.75, C=2.25

Promptness of Initial Greeting	Time Spent Waiting for Service	Courtesy/Personal Attention	Employee Knowledge Level	Efficiency of Service Provided	Useability of Information	Overall Service	Comments/Suggestions
4	3	4	4	4	4	4	Very pleasant people. I wish Camas was as nice.
4	4	4	4	4	4	4	Nicole was a breath of fresh air, providing extreme knowledge and patience with an ill-prepared customer. Let Nicole teach customer relations classes.
1	1	1	1	1	1	1	I had a quick question. Do you need a permit to excavate? It took her 2 sec. to say maybe and send me up stairs. 30 min. to get that question answered! But it wasn't the person that answered my question finally. It was the girl at the front desk that on teh building clip board called a name after mine beacuse I'm sure she knew him. She was the rude one. Tehy helped everyone around me - including after my name on the list. I had one other person ahead of me when I arrived. They helped 4 others that arrived after me.
1	1	3	3	1	1	1	Your "new improved" policy of not accepting submittals that have all info except the Tidemark # is unfathomable. If the county can't take 5 seconds to look up the project # from the address or project name, then the owners should not have to pay fees. Providing info is the counters job, not making it even more difficullt, especially after a 45 minute wait. You need to change the policy and change the attitude to service. Your policy does not "help". Code Enforcement was very prompt and helpful.
4	4	4	4	4	4	4	Susie was so helpful!
4	4	4	4	4	4	4	
4	4	4	4	4	4	4	Every department I visited was extremely helpful and friendly. They went out of their way to help. Michael Mabrey gave up his break to help me when I just
4	4	4	4	4	4	4	Greg from FMO - very responsive. Customer Service - Very helpful and friendly.
4	4	4	4	4	4	4	Outstanding service. Very helpful, very professional.
4	4	4	4	4	4	4	Regarding Land Use Permits - received excellent service and attention from Gary and Raymond. Please keep up the good work! The attitutde of my county's
4	4	4	3	4	3	4	Gary & Raymond were very helpful. They both were great and very patient.
4	3	4	4	4	4	4	Debi Miller gave us excellent service with much need for sight info for the process of getting building permit needed paperwork for our new home.
4	4	4	4	4	4	4	
4	3	4	4	4	4	4	The Admin/CD specialists are superb! Have always received superior service coupled with professionalism and courtesy. All individuals do a superb job - I had significant help from Michelle Wall and Nicole Snider for a project that they aided
3	3	2	3	1	1	1	Common sense should be used in addition to code. Sometimes creativity and assistance to obtain best result for use of property is necessary.
							It is almost impossible to get a call returned or even talk to someone when I call.
4	4	4	4	4	4	4	Excellent service from Nikki Shedd.
	3	1				1	Could not complete survey because I was never helped. Could not wait over an
							Building - Great walk in, but terrible to reach by phone. Code Enforcement - No
4	4	4	4	4	4	4	Jennene, Nikki, Melissa, Nicole, Michelle, have been wonderful and helpful,
4	4	4	4	4	4	4	Very satisfied with Mr. Platt, as he took time to discuss my issues along with Susie
1	3	1	2	2	1	1	Process for assistance in dire need of clarity. Staff very sullen.
4	3	4	4	4	4	4	

4	2	4	4	4	4	4	I was very disappointed to hear Darlene was removed from Customer Service. She was frinedly, helpful and most important, knowledgeable. To me she was a
4	4	4	4	4	4	4	I would like to comment on what an organized and logical staff you have. They took a potential bad situation and turned it around into a positive. Melissa being extremely competent at generating building permits, Nicole's fast thinking in issuing the peremits instead of doing a refund and Heidi and Nikki were knowledge
4	4	4	4	4	4	4	The ladies were very nice and friendly. Together they resolved my plans promptly.
4	4	4	4	4	4	4	To me it was a great experience going to the Planning Dept. I really enjoyed it and told others about the wonderful people. Great people, friendly, Mike Schelling & Debi. Patient, took extra care/time with us. Personable, knew us by 1st name.
4	1	1	3	2	3	1	Particularly poor. Young girls (4) laughing, reading the Columbian, eating, having a great time for the holidays and 1 doing her job. The receptionist is more concerned with her big coke and the newspaper. Our county workers are lazy and unprofessional and give incorrect information at times and could car less. I've also dealt with Wallis * Olsen Engineering - their employees have brough up (in your meetings) how inefficient your office is an dyou still are not concerned.
3	1	3	3	2	3	2	Dissatisfied with the residential mechanical application process. Should be able to fax info in like with all other permit agencies. I sit there waiting for help and for 1 hour and the info I am asked could be put on an application and faxed in saving me a lot of time.
4	4	4	4	4	4	4	Applied for and was granted in 10 days - Very Good Work - I am pleased. It can't get much better, but an on-line status thing would help.
4	4	4	4	4	4	4	Nikki "received me friendly and helpful. Michelle - very helpful in helping me understand my concern - friendly. Each time I've come in (several times) this dept.
							Please develop a process to get "GIS" reports downstairs to development
4	4	4	4	4	4	4	Keep up the great service.
4	4	4	4	4	4	4	Suzie is very knowledgeable
4	4	4	4	4	4	4	
4	4	4	4	4	4	3	Front counter plans examiner to approve tenant improvement plans that do not
4	4	4	4	4	4	4	Excellent. The overall politeness, promptness of review, final inspection and counter help has improved over the last couple of years.

3.8	3.5	3.6	3.8	3.7	3.7	3.5	4th Quarter 2003 Responses
A	B+	B+	A	B+	B+	B+	4th Quarter 2003 Grades
3.2	2.6	3.3	3.2	2.8	3.3	2.9	3rd Quarter 2003 Responses
B	C	B	B	C+	B	C+	3rd Quarter 2003 Responses
3.6	3.3	3.7	3.5	3.4	3.6	3	2nd Quarter 2003 Responses
B+	B	B+	B+	B+	B+	B	2nd Quarter 2003 Grades
3.6	3.3	3.7	3.5	3.4	3.6	3.3	1st Quarter 2003 Responses
B+	B	B+	B+	B+	B+	B	1st Quarter 2003 Grades

3.6	3.2	3.6	3.5	3.3	3.6	3.2	2003 Average Total Responses
B+	B	B+	B+	B	B+	B	2003 Grades